

2642



In Re The Application of:  
Lawrence Johnson et al.

Serial No.: 10/728,610

Filed: December 5, 2003

## For: CALL ROUTING CONTROL USING CALL ROUTING SCRIPTS

Examiner: Al Aubaidi, Rasha S.

Art Unit: 2642

**Cesari and McKenna, LLP**  
**88 Black Falcon Avenue**  
**Boston, MA 02210**  
**December 19, 2003**

**“Express Mail” Mailing-Label Number:** EV 336 738 595 US

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

## **INFORMATION-DISCLOSURE STATEMENT**

In keeping with the duty of candor and good faith owed to the Patent and Trade-mark Office, Applicants wish to bring to the Examiner's attention the references listed on the accompanying form PTO-1449. A copy of each listed reference is enclosed in the parent case, U.S. Patent Serial No. 09/595,938, filed on June 16, 2000.

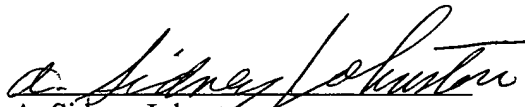
To the extent required by 37 C.F.R. §1.98(a)(3), Applicants have described what they consider to be the relevance of any foreign-language reference. The Office may find additionally relevant material in these or other references.

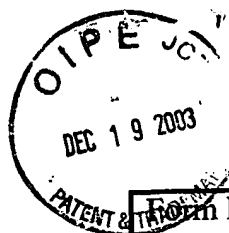
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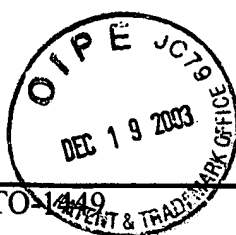
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Respectfully submitted,

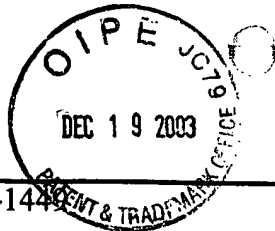
  
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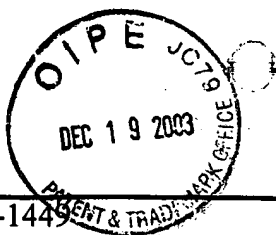
PTO-1449 INFORMATION-DISCLOSURE STATEMENT				Docket No: 112025-0421 c1		Serial No. 10/728,610	
				Applicant: Lawrence Johnson et al.			
				Filed: December 5, 2003		Group Not Yet Assigned	
U. S. Patent Documents							
Ex.		Doc. No.	Date	Name	Class	Subcl.	Filed
		5,335,233	08/02/94	Nagy	371	32	12/31/90
		5,381,415	01/10/95	Mizutani	370	110.1	07/08/93
		5,539,756	07/23/96	Glaise et al.	371	37.1	03/03/94
		5,649,108	07/15/97	Spiegel et al.	395	200.12	11/30/94
		5,689,518	11/18/97	Galand et al.	371	37.1	04/28/95
		5,694,407	12/02/97	Glaise	371	53	03/22/96
		5,757,895	05/26/98	Aridas et al.	379	136	11/09/95
		6,072,773	06/06/00	Fichou et al.	370	230	07/22/97
Foreign Patent Documents							
			Date	Country	Class	Subcl.	Filed
OTHER DOCUMENTS (Including Author, Title, Date, Pages, Etc)							
Examiner:					Date Considered:		
*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							



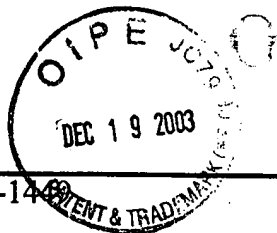
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Ex.	Doc. No.	Date	Name	Class	Subcl.	Filed
	4,348,554	09/07/82	Asmuth	179	18	03/21/80
	4,696,028	09/22/87	Morganstein et al.	379	88	03/26/84
	4,737,983	04/12/88	Frauenthal et al.	379	221	10/02/85
	4,757,267	07/12/88	Riskin	379	113	06/17/87
	4,788,718	11/29/88	McNabb et al.	379	113	10/05/87
	5,036,535	07/30/91	Gechter et al.	379	210	11/27/89
	5,109,404	04/28/92	Katz et al.	379	88	05/24/90
	5,164,983	11/17/92	Brown et al.	379	265	01/28/91
	5,226,075	07/06/93	Funk et al.	379	243	01/22/92
	5,271,058	12/14/93	Andrews et al.	379	210	09/10/91
	5,282,244	01/25/94	Fuller et al.	379	230	06/24/91
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		GeoTel Intelligent Call Router, <i>Managing the Interaction Between Customer and Answering Resources</i> , March 1997, pages 1-9.				
		GeoTel Intelligent Call Router, <i>Delivering the Right Information to the Right Resource for Every Customer Interaction</i> , Copyright 1999, pages 1-11.				
		GeoTel Network Intelligent Call Router, <i>Differentiating Your Network with Enhanced Service Offerings, Virtual Call Center and CTI Capabilities</i> , pages 1-8.				
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		5,291,552	03/01/94	Kerrigan et al.	379	266	07/30/91
		5,299,259	03/29/94	Otto	379	221	09/27/91
		5,309,513	05/03/94	Rose	379	265	07/02/92
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		5,442,691	08/15/95	Price et al.	379	220	11/23/93
		5,465,286	11/07/95	Clare et al.	379	34	05/24/94
		5,528,678	06/18/96	Kaplan	379	201	12/27/93
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		5,537,470	07/16/96	Lee	379	266	04/06/94
		5,537,611	07/16/96	Rajagopal et al.	379	221	09/23/93
		5,546,452	08/13/96	Andrews et al.	379	219	03/02/95
		5,546,456	08/13/96	Vilsoet et al.	379	265	11/15/95
		5,555,297	09/10/96	Ochy P. et al.	379	136	05/18/95
		5,557,668	09/17/96	Brady	379	212	05/25/95
		5,563,940	10/08/96	Tsuzuki et al.	379	233	11/15/95
		5,568,544	10/22/96	Keeler et al.	379	273	03/13/95
		5,577,105	11/19/96	Baum et al.	379	93	03/11/94
		5,586,177	12/17/96	Farris et al.	379	230	09/06/95
		5,590,181	12/31/96	Hogan et al.	379	114	10/15/93
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		5,592,477	01/07/97	Farris et al.	370	396	10/05/95
		5,633,924	05/27/97	Kaish et al.	379	266	12/11/95
		5,715,306	02/03/98	Sunderman et al.	379	265	09/23/94
		5,787,160	07/28/98	Chaney et al.	379	220	06/06/96
		5,787,163	07/28/98	Taylor et al.	379	265	10/30/96
		5,848,143	12/08/98	Andrews et al.	379	219	
		5,878,130	03/02/99	Andrews et al.	379	265	04/28/98
		5,873,130	02/23/99	Lafferty	2	16	12/22/97
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